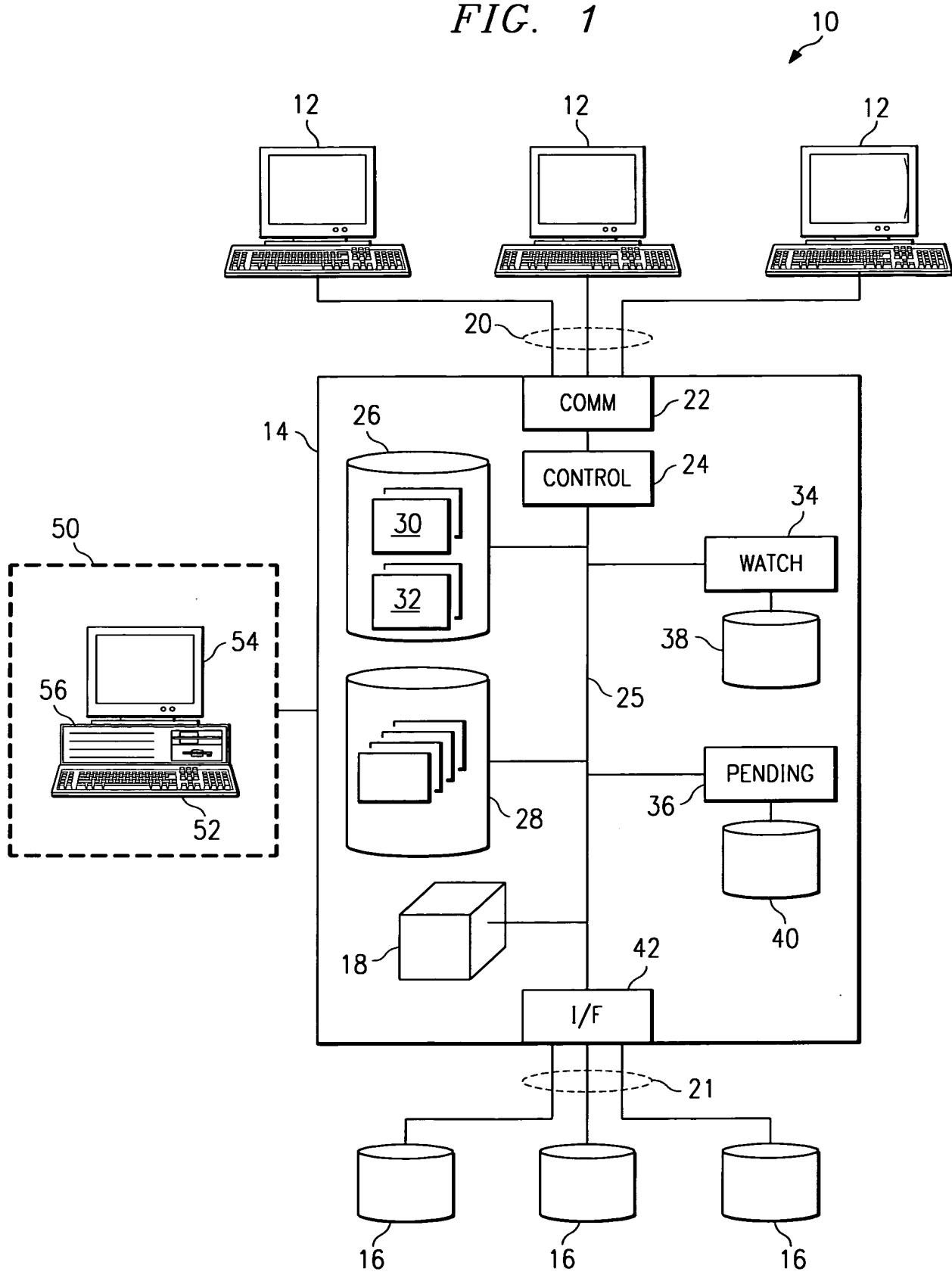


FIG. 1



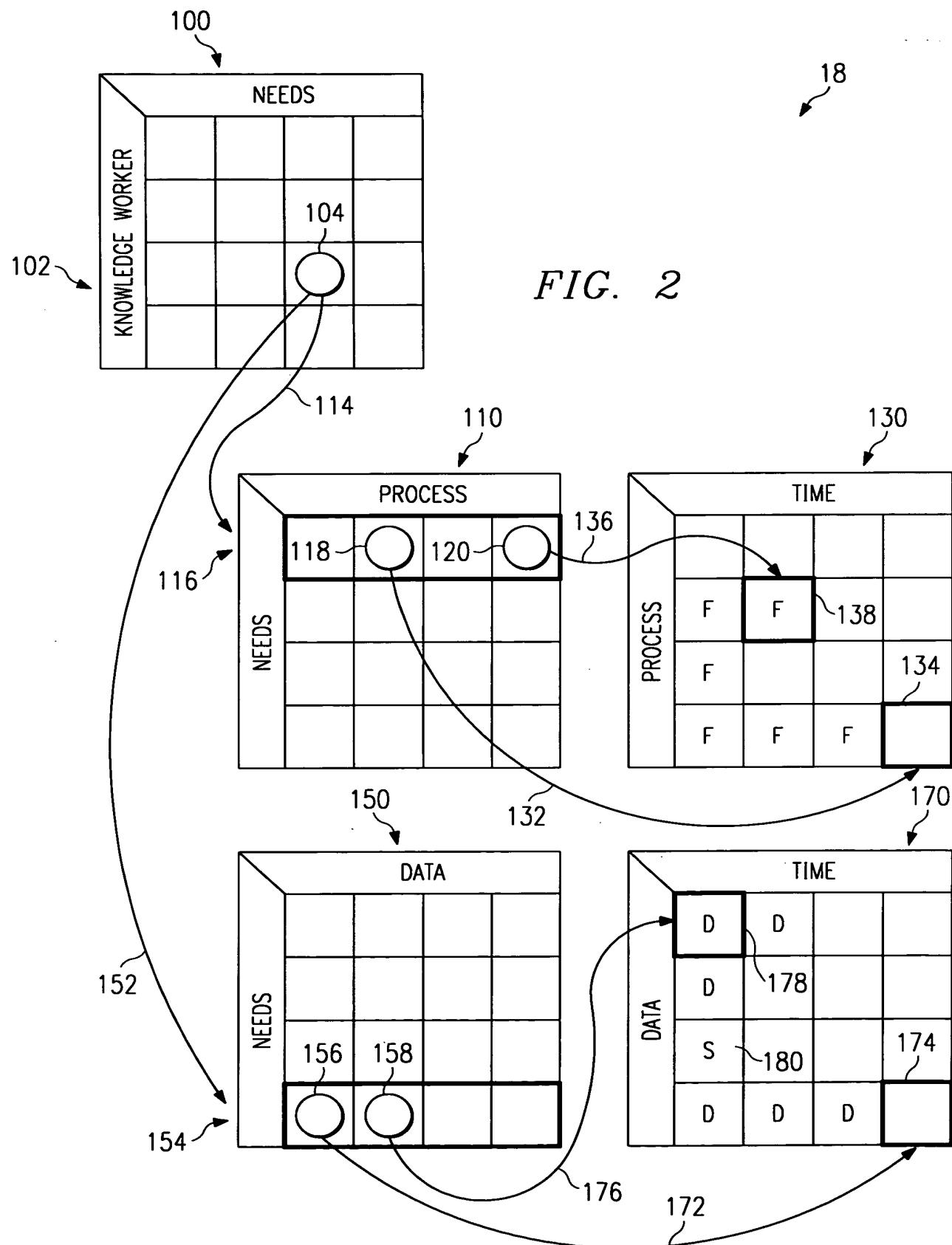
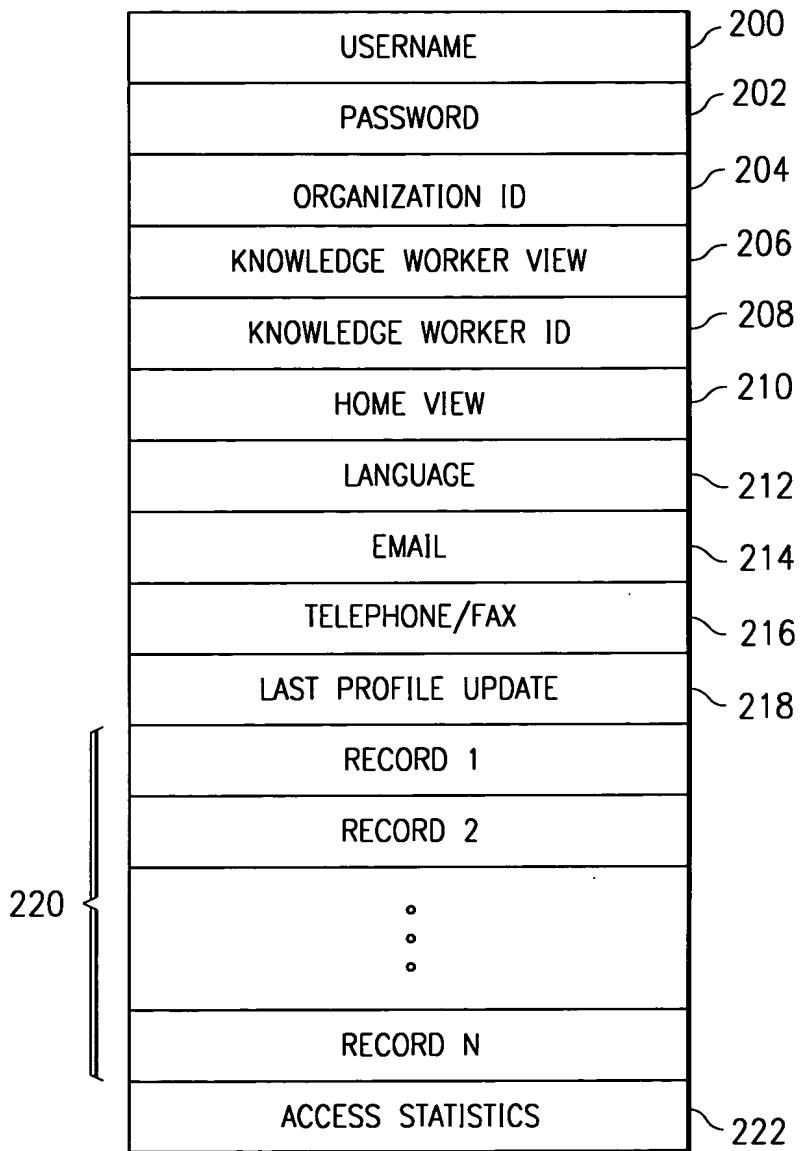


FIG. 2

FIG. 3

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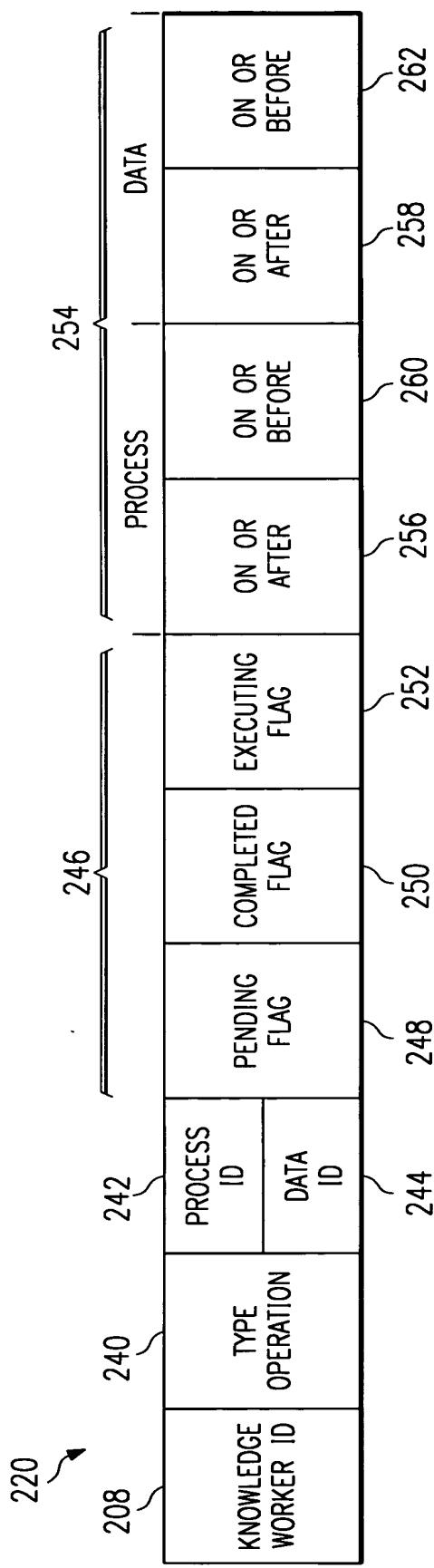


FIG. 4

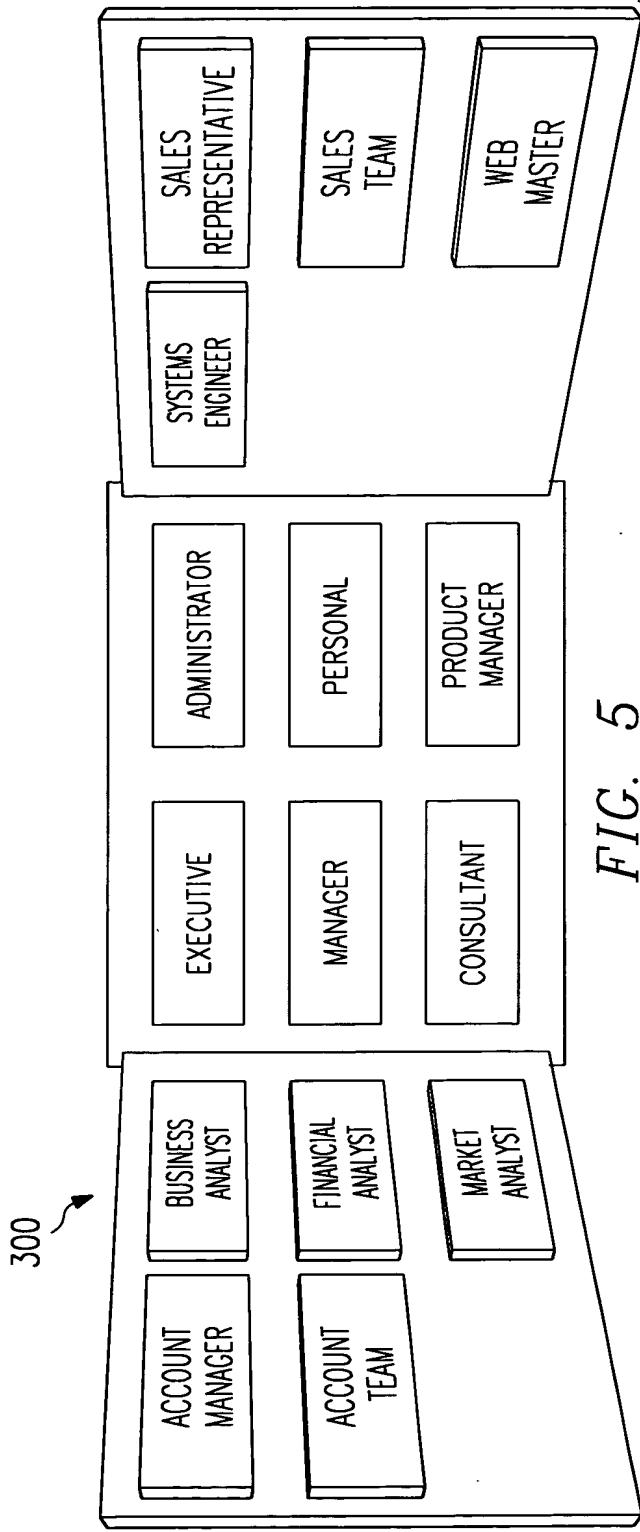


FIG. 5

310

FIG. 6

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ACCOUNT MANAGER

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<u>THINGS TO KNOW ABOUT</u>	<u>THINGS TO KNOW HOW TO DO</u>
<ul style="list-style-type: none"> • CUSTOMER 1 • CUSTOMER 2 • PROJECT 1 • PROJECT 2 • FINANCIAL RESOURCES • CURRENT EVENTS • COMPANY NEWS • FREQUENTLY ASKED QUESTIONS ⋮ 	<ul style="list-style-type: none"> • PREPARE A PROPOSAL • STRATEGIC PLANNING • BILLING • ESTABLISH ACCOUNT • MAINTAIN ACCOUNT • HIRE EMPLOYEE • ORDER SOFTWARE • TRAVEL REIMBURSEMENT ⋮

APPROVED	16
SUPERVISOR	CLARK
DATE ISSUED	12/15/00

FIG. 7

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STRATEGIC PLANNING	INPUTS	STEP DETAIL	DELIVERABLES	TIPS	TOOLS	TECHNIQUES
IDENTIFY THE ORGANIZATION'S VISION, VALUE SYSTEM, AND STRATEGIC THRUST	336					
IDENTIFY STAKEHOLDERS		338				
IDENTIFY AND TABULATE THE BUSINESS OBJECTIVES, CRITICAL SUCCESS FACTORS, STRATEGIES, AND GOALS						
IDENTIFY PERFORMANCE MEASURES			340			
VALIDATE UNDERSTANDING OF THE BUSINESS DRIVERS AND OPPORTUNITIES						

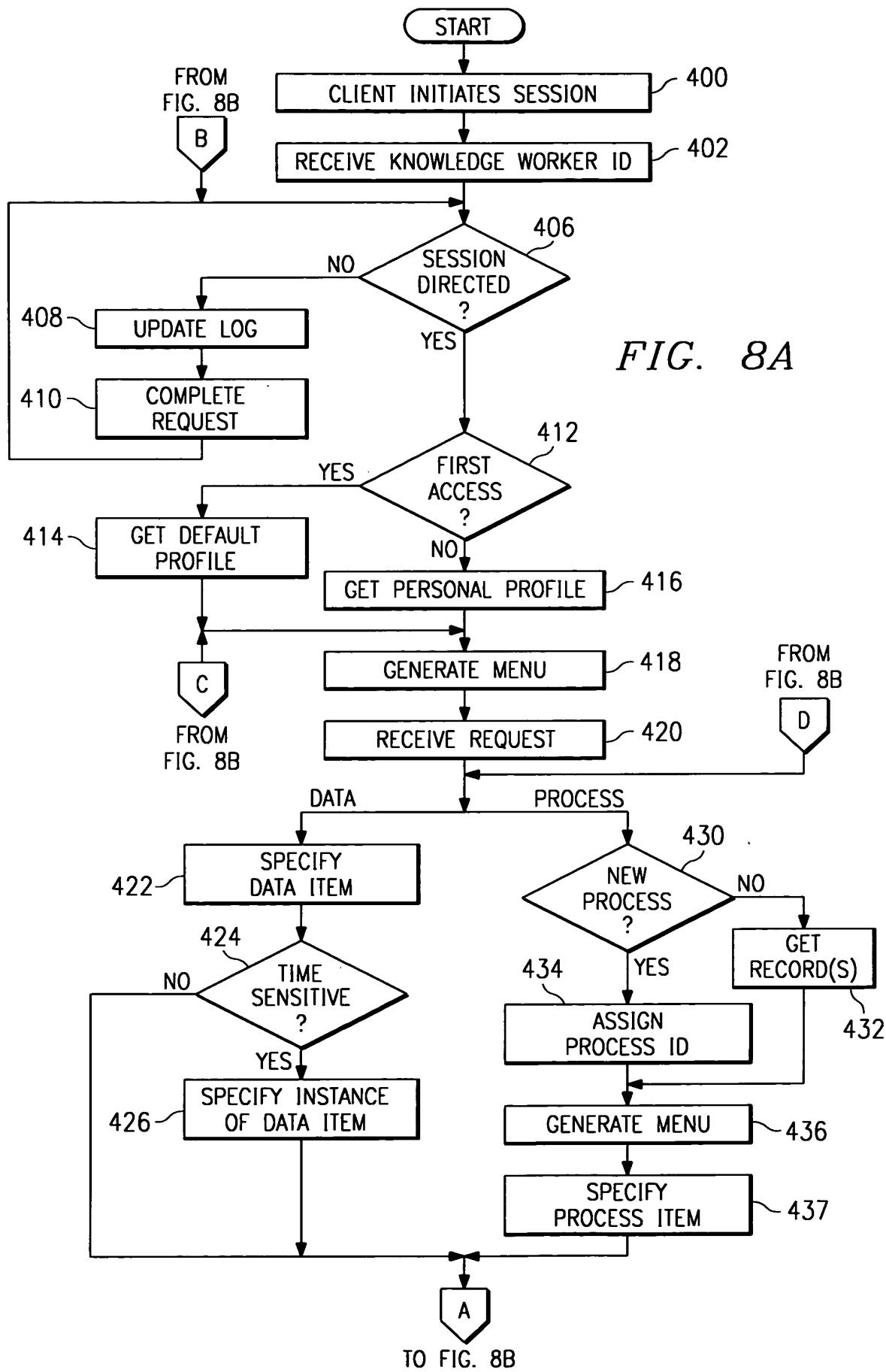


FIG. 8B

FROM FIG. 8A

